Schedule 10 Appendix B - Reports
Service Level Requirements

to

Request for Proposal
for the
Provision of IT Infrastructure Operations
and Managed Workplace Services
[UNHCR RFP/2018/1068]
(the “RFP”)

effective _____ 2018

between

The Office of the United Nations High Commissioner for Refugees

and Contractor

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UNHCR
Governance Reports

| Report Item / Name | Description | Daily | Weekly | Monthly | Quarterly | Annually |
|---|---|---|---|---|---|---|
| **Executive/Management Reports** | | | | | | |
| Executive Business Review | Summary of service performance including: performance against service levels; highlights of service delivery; status of major service issues; large project implementation status.<br><br>Summary of strategic relationship performance including: UNHCR business updates; Supplier business updates; industry trends; new initiatives; and challenges, obstacles, and opportunities | | | | ✓ | ✓ |
| Program Management Review | Summary of service performance including: performance against service levels; highlights of service delivery; status of major service issues; large project implementation status. | | | | ✓ | ✓ |
| Scorecard Performance Summary | Dashboard summary of key performance metrics (CPIs, KPIs and GPIs) and their attainment showing performance trends, Service Level defaults, credits, and improvement plans. | | | | ✓ | ✓ |
| **Performance Reports** | | | | | | |
| Service Levels – Performance | Statistically based evaluation and reporting in accordance service levels (see below). | | | | ✓ | |
| Service Levels – Trending | Statistically based analysis of trended performance against service levels and identification of issues requiring resolution (CPIs, KPIs, GPIs). | | | | ✓ | |
| **Financial Reporting** | | | | | | |
| Report of Monthly Invoicing | Report summarizing all invoices for services. At a minimum, the report will include a summary for each invoice that lists the invoice #, invoice date, Monthly Base Charges by Resource Unit, Resource Baselines, ARCs and RRCs, Project billings and total Permitted Charges. The report will also provide a year-to-date comparison of the same elements specified above by month for the then current Contract Year. | | | ✓ | | |
| ARC/RRC Detail | Report listing all ARC/RRC adjustments. The information provided should include Resource Unit, ARC/RRC rate, quantity and total amount billed. | | | | ✓ | |
| Service Level Credits | Report listing Service Level Credits that accrued during the previous month and shows monthly and year-to-date totals on Service Level Credits. | | | ✓ | | |
| **Personnel Reporting** | | | | | | |
| Team Stability | Resource turnover, metric,s and trending | | | | ✓ | |
| Personnel Fill Rate | Position fill rate, metrics, and trending | | | | ✓ | |

UNHCR
Cross Functional Reports

| Report Item / Name | Description | Daily | Weekly | Monthly | Quarterly | Annually |
|---|---|---|---|---|---|---|
| **Cross-Functional Services** | | | | | | |
| Asset Management - Accuracy | Report showing the percent accuracy of data contained in the asset repository. | | | ✓ | | ✓ |
| Asset Management - Aging Hardware | Report showing equipment age by year in total, by region, and by site. | | | ✓ | | ✓ |
| Asset Management - Completeness | Report showing the percent completeness of the data contained in the asset repository. | | | ✓ | | ✓ |
| Asset Management - Disposal report | Report showing equipment that has been disposed of in total, by region, and by site. | | | ✓ | | ✓ |
| Asset Management - Inventory | Report showing detailed asset inventory in total, by region, and by site. | | | ✓ | | ✓ |
| Asset Management - Software License Usage | Report showing detailed software license usage | | | ✓ | ✓ | ✓ |
| Change Management - Authorized Changes in Progress | Report showing all authorized changes (not implemented yet) by category, by CAB, by functional area | | ✓ | ✓ | ✓ | ✓ |
| Change Management - Change Calendar | Calendar of upcoming changes, by CAB, by functional area | | | ✓ | | |
| Change Management - Overdue Authorized Changes | Report showing all overdue authorized changes (implementation behind schedule) by category, by CAB, by functional area | | ✓ | ✓ | ✓ | ✓ |
| Change Management - Un-Authorized Changes | Report showing all detected un-authorized changes by category, by CAB, by functional area | | ✓ | ✓ | ✓ | ✓ |
| Change Management - Failed Changes | Report showing all failed changes by category, by CAB, by functional area | | ✓ | ✓ | ✓ | ✓ |
| Change Management - Backed-Out Changes | Report showing all changes that had to be backed-out by category, by CAB, by functional area | | ✓ | ✓ | ✓ | ✓ |
| Change Management - Rejected Changes | Report showing all changes rejected by repective autorization authority (CAB, service manager) by category, by CAB, by functional area | | ✓ | ✓ | | ✓ |
| Change Management - Change Requests | Report showing total requests opened by category, by CAB, by functional area | | ✓ | ✓ | | ✓ |
| Change Management - Change Trends | Report showing change category types, by CAB, by functional area trended by month. | | | ✓ | | ✓ |
| Change Management - Changes in Progress | Report showing changes in progress. | | | ✓ | | ✓ |
| Change Management - Changes Planned | Report showing changes planned for the next week and month. | | ✓ | ✓ | | |
| Configuration Management - Accuracy | Report showing the percent accuracy of Configuration Management System information. | | | ✓ | | ✓ |
| Configuration Management - Exceptions | Report showing the percent of major CI exceptions in Configuration Management System. | | | ✓ | | ✓ |
| Configuration Management - Portfolio View | Report showing total portfolio of configuration items. | | | ✓ | | ✓ |
| Configuration Management - System Availability | Report showing the percent availability of Configuration Management System. | | | ✓ | | ✓ |
| Problem Management - Problems Closed | Report showing total Problems closed by priority. | | | ✓ | | ✓ |
| Problem Management - Problems Closed Time | Report showing the average time to close Problems by priority. | | | ✓ | | ✓ |

UNHCR
Cross Functional Reports

| Report Item / Name | Description | Daily | Weekly | Monthly | Quarterly | Annually |
|---|---|---|---|---|---|---|
| Problem Management - Problems Opened | Report showing total Problems opened by priority. | | | ✓ | | ✓ |
| Problem Management - Root Cause Analysis | Report showing the detailed root cause analysis performed for identified or suspected causes of Incidents or Problems. | | | ✓ | | ✓ |
| Problem Management - Trends | Report showing the trends of Problems opened by priority. | | | ✓ | | ✓ |

UNHCR
Project Services Reports

| Report Item / Name | Description | Project | Meeting | Daily | Weekly | Monthly | Quarterly | Annually |
|---|---|---|---|---|---|---|---|---|
| **Project Services** | | | | | | | | |
| Projects Report | Report showing projects completed, percentge delivered on-time and on-budget. | | | | | ✓ | | ✓ |
| Project Related Charges | The report lists all Project related charges billed to the UNHCR. The information provided includes Project ID, Project name, hours billed, rate, amount billed, amount budgeted and variance to budget. | | | | | ✓ | | |
| **Project Deliverables (On-Going)** | | | | | | | | |
| Project Management Report | Periodic report using the UNHCR PMR template. Includes project overview, organization, assumptions, constraints, objectives, requirements, actions, status, scorecard, timeline, budget, risks. | | ✓ | | | | | |
| Project Scorecard | Periodic report using the UNHCR Scorecard template. Includes red-yellow-green status on scope, schedule, budget, risk and quality. | | ✓ | | | | | |
| Project Meeting Minutes | Periodic report using the UNHCR Meeting Minutes template. Includes attendees, agenda, decisions, actions and notes. | | ✓ | | | | | |
| **Project Management Lifecycle (Phase 1: Pre-Project Deliverables)** | | | | | | | | |
| Project Proposal | | ✓ | | | | | | |
| Project Business Case | | ✓ | | | | | | |
| Project Organization Chart | | ✓ | | | | | | |
| Project Sizing Assessment | | ✓ | | | | | | |
| High-level Conceptual Design | | ✓ | | | | | | |
| ICT Governance Board Approval to Start | | ✓ | | | | | | |
| **Project Management Lifecycle (Phase 2: Initiate and Analyze Deliverables)** | | | | | | | | |
| Project Initiation Document | | ✓ | | | | | | |
| Conceptual Architecture | | ✓ | | | | | | |
| Business Requirements Document | | ✓ | | | | | | |
| ICT Approval to Execute | | ✓ | | | | | | |
| **Project Management Lifecycle (Phase 3: Design)** | | | | | | | | |
| Detailed Project Plan | | ✓ | | | | | | |
| Requirements Traceability Matrix | | ✓ | | | | | | |
| Solution Architecture/Design | | ✓ | | | | | | |
| Functional Specification | | ✓ | | | | | | |
| Test Cases / Test Criteria | | ✓ | | | | | | |
| Systems Requirements Specification | | ✓ | | | | | | |

| Report Item / Name | Description | Project | Meeting | Daily | Weekly | Monthly | Quarterly | Annually |
|---|---|---|---|---|---|---|---|---|
| **Project Management Lifecycle (Phase 4: Build and Test)** | | | | | | | | |
| System / Technical Documentation | | ✓ | | | | | | |
| Test Results | | ✓ | | | | | | |
| UAT Acceptance | | ✓ | | | | | | |
| Implementation / Deployment Plan | | ✓ | | | | | | |
| Transition / Support Plan | | ✓ | | | | | | |
| Training Plan | | ✓ | | | | | | |
| Communications Plan | | ✓ | | | | | | |
| Go-Live Checklist | | ✓ | | | | | | |
| ICT Approval to Implement | | ✓ | | | | | | |
| **Project Management Lifecycle (Phase 5: Implement)** | | | | | | | | |
| Customer Acceptance | | ✓ | | | | | | |
| Operations / Support Manuals | | ✓ | | | | | | |
| Implementation Report | | ✓ | | | | | | |
| **Project Management Lifecycle (Phase 6: Close-Out)** | | | | | | | | |
| Operational Transition Sign-off | | ✓ | | | | | | |
| Project Closure Report | | ✓ | | | | | | |
| Benefits Realization Analysis | | ✓ | | | | | | |
| ICT Approval to Close | | ✓ | | | | | | |

| Report Item / Name | Description | Daily | Weekly | Monthly | Quarterly | Annually |
|---|---|---|---|---|---|---|
| **Data Centre Platform and Network Management Services** | | | | | | |
| Availability - LAN | Report showing the availability of Data Center Networks for Safehost and the ICC, as well as HQ LANs in Geneva and Budapest | | | ✓ | | ✓ |
| Availability - Server Pools | Report showing the percent of time the server equipment, operating system and data center network is available for business operations. | | | ✓ | | ✓ |
| Availability - Storage | Report showing the percent of time the SAN storage, DASD storage, NAS storage and tape library equipment, operating software and storage area network is available for business operations. | | | ✓ | | ✓ |
| Backup and Restore - Timeliness of Backups | Reporting showing timliness of backups. | | | ✓ | | ✓ |
| Backup and Restore - Timeliness of Restores | Report showing timliness of restorations. | | | ✓ | | ✓ |
| Backup and Restore - Capacity & Utilization Report | Report showing the volumes, capacities, and utilization of the backup and recovery environment. | | | ✓ | | ✓ |
| Backup and Restore - Success & Failure Report | Report showing the success or failure of each backup. | | ✓ | ✓ | | ✓ |
| Data Centre and Network Summary - Dashboard | Dashboard view of all Data Center and Network Management metrics. | | | ✓ | ✓ | ✓ |
| Incident Management - Time to Respond | Report showing the average incident response time in total, by site and case type. | | | ✓ | | ✓ |
| Incident Management - Time to Resolve | Report showing the average time to resolve incidents in total, by region, and by region and case type. | | | ✓ | | ✓ |
| Incident Management - Trend Report | Report providing monthly trends for a rolling 12 month period of logged, resolved, and open Incidents. | | | ✓ | | ✓ |
| Unplanned Events/Outages | Report showing unplanned events and outages, duration of outage/event, total cases associated with the outage/event. | | | ✓ | | ✓ |
| Service Request - Time to Respond | Report showing the average service request response time in total, by site and case type. | | | ✓ | | ✓ |
| Service Request - Trend Report | Report providing monthly trends for a rolling 12 month period of logged, resolved, and open requests. | | | ✓ | | ✓ |
| Performance Monitoring Reports | as per Schedule 2 (Data Centre Platform and Network Management Services), sections 3.10 and 4.7 and Governance Reports of this Schedule 10 Appendix B. | | | | ✓ | ✓ |

| Report Item / Name | Description | Daily | Weekly | Monthly | Quarterly | Annually |
|---|---|---|---|---|---|---|
| **Decentralized Server and Network Management Services** | | | | | | |
| Availability - Site Core Network | Report showing the availability of Decentralized Site Core Networks | | | ✓ | | ✓ |
| Backup and Restore - Success & Failure Report | Report showing the success or failure of each backup. | | | ✓ | | ✓ |
| Decentralized Server and Network Summary - Dashboard | Dashboard view of all Decentralized Server and Network Management metrics. | | | ✓ | ✓ | ✓ |
| Incident Management - Time to Respond | Report showing the average incident response time in total, by site and case type. | | | ✓ | | ✓ |
| Incident Management - Time to Resolve | Report showing the average time to resolve incidents in total, by site and case type. | | | ✓ | | ✓ |
| Incident Management - Trend Report | Report providing monthly trends for a rolling 12 month period of logged, resolved, and open Incidents. | | | ✓ | | ✓ |
| Unplanned Events/Outages | Report showing unplanned events and outages, duration of outage/event, total cases associated with the outage/event. | | | ✓ | | ✓ |
| Service Request - Time to Respond | Report showing the average service request response time in total, by site and case type. | | | ✓ | | ✓ |
| Service Request - Trend Report | Report providing monthly trends for a rolling 12 month period of logged, resolved, and open requests. | | | ✓ | | ✓ |
| Performance Monitoring Reports | as per Schedule 3 (Decentralized Server and Network Management Services), sections 3.9 and 3.14 and Governance Reports of this Schedule 10 Appendix B. | | | | ✓ | ✓ |

UNHCR
End User Device Reports

| Report Item / Name | Description | Daily | Weekly | Monthly | Quarterly | Annually |
|---|---|---|---|---|---|---|
| **Desktop Support Services** | | | | | | |
| Incident Response Time | Report showing the average Incident response time in total, by site, and case type. | | | ✓ | | ✓ |
| Time to Resolve Incidents | Report showing the average time to resolve Incidents in total, by site, and case type. | | | ✓ | | ✓ |
| End User Device Support - Dashboard | Dashboard view of all End User Device metrics. | | | ✓ | ✓ | ✓ |
| End User Device Support - Detailed | Detailed view of all End User Device Support metrics. | | | ✓ | ✓ | ✓ |
| Service Request - Time to Respond | Report showing the average Service Request response time in total, by site, and case type. | | | ✓ | | ✓ |
| Service Request - Trend Report | Report providing monthly trends for a rolling 12 month period of logged, resolved, and open Service Requests. | | | ✓ | | ✓ |
| **IMACs** | | | | | | |
| IMAC Requests | Report showing total number of IMAC requests by type. | | | ✓ | | ✓ |
| IMAC Response Time | Report showing the average response times in total, by region, and by region, and type. | | | ✓ | | ✓ |
| IMAC Resolve Time | Report showing the average resolve times in total, by region, and by region, and type. | | | ✓ | | ✓ |

| Report Item / Name | Description | Daily | Weekly | Monthly | Quarterly | Annually |
|---|---|---|---|---|---|---|
| **Security Services** | | | | | | |
| Proactive ICT Security Remediation | Report showing the percent of proactive remediations completed (e.g. anti-virus update and security patch installations). | | | ✓ | | ✓ |
| Emergency ICT Security Remediation | Report showing percent of reactive emergency remediations completed (e.g. virus outbreak containment fix installation). | | ✓ | ✓ | | ✓ |
| Incident Response Time | Report showing the average Incident response time in total, by site, and case type. | | | ✓ | | ✓ |
| Time to Resolve Incidents | Report showing the average time to resolve Incidents in total, by site, and case type. | | | ✓ | | ✓ |
| Security  Services - Dashboard | Dashboard view of all Security Services metrics. | | | ✓ | ✓ | ✓ |
| Security Services - Detailed | Detailed view of all Security Services metrics. | | | ✓ | ✓ | ✓ |
| Service Request - Time to Respond | Report showing the average Service Request response time in total, by site, and case type. | | | ✓ | | ✓ |
| Service Request - Trend Report | Report providing monthly trends for a rolling 12 month period of logged, resolved, and open Service Requests. | | | ✓ | | ✓ |

UNHCR
Telephony Services Reports

| Report Item / Name | Description | Daily | Weekly | Monthly | Quarterly | Annually |
|---|---|---|---|---|---|---|
| **Telephony Services** | | | | | | |
| Incident Response Time | Report showing the average Incident response time in total, by site, and case type. | | | ✓ | | ✓ |
| Time to Resolve Incidents | Report showing the average time to resolve Incidents in total, by site, and case type. | | | ✓ | | ✓ |
| Telephony  Services - Dashboard | Dashboard view of all Telephony Services metrics. | | | ✓ | ✓ | ✓ |
| Telephony Services - Detailed | Detailed view of all Telephony Services metrics. | | | ✓ | ✓ | ✓ |
| Service Request - Time to Respond | Report showing the average Service Request response time in total, by site, and case type. | | | ✓ | | ✓ |
| Service Request - Trend Report | Report providing monthly trends for a rolling 12 month period of logged, resolved, and open Service Requests. | | | ✓ | | ✓ |

UNHCR
Video Conferencing Services Reports

| Report Item / Name | Description | Daily | Weekly | Monthly | Quarterly | Annually |
|---|---|---|---|---|---|---|
| **Video Conferencing Services** | | | | | | |
| Incident Response Time | Report showing the average Incident response time in total, by sit,e and case type. | | | ✓ | | ✓ |
| Time to Resolve Incidents | Report showing the average time to resolve Incidents in total, by site, and case type. | | | ✓ | | ✓ |
| Video Conferencing  Services - Dashboard | Dashboard view of all Video Conferencing Services metrics. | | | ✓ | ✓ | ✓ |
| Video Conferencing Services - Detailed | Detailed view of all Video Conferencing Services metrics. | | | ✓ | ✓ | ✓ |
| Service Request - Time to Respond | Report showing the average Service Request response time in total, by site, and case type. | | | ✓ | | ✓ |
| Service Request - Trend Report | Report providing monthly trends for a rolling 12 month period of logged, resolved, and open Service Requests. | | | ✓ | | ✓ |

UNHCR
Global Service Desk Reports

| Report Item / Name | Description | Daily | Weekly | Monthly | Quarterly | Annually |
|---|---|---|---|---|---|---|
| **Service Desk Reports** | | | | | | |
| Call Center Availability | Reporting showing the percent of time the call center, and all contracted forms of contact methods, is available for business operations. | | | ✓ | | ✓ |
| Call Answer Time | Report showing the average number of seconds it takes a caller to connect with the Contractor's contact center representative after connecting with the provider's ACD. | | | ✓ | | ✓ |
| Call Abandonment Rate | Report showing the average proportion of calls that come into the Contractor's help desk that subsequently hang up, or are disconnected, before the Service Desk agent answers the phone. | | | ✓ | | ✓ |
| First Call Resolution | Report showing the percentage of calls closed on first contact. | | | ✓ | | ✓ |
| Time to Assign | Report showing the time from receiving Incidents and Service Requests to assign to a Resolution Group. | | | ✓ | | ✓ |
| Time to Acknowledge | Report showing the time to notify a UNHCR requester that their request for assistance is acknowledged. | | | ✓ | | ✓ |
| Open Incidents by Priority / Category | Report showing open Incidents by priority and category. | | | ✓ | | ✓ |
| Closed Incidents by Priority / Category | Report showing closed Incidents by priority and category. | | | ✓ | | ✓ |
| Incident Breakdown | Report showing all Incidents broken-down by case type, priority, and category. | | | ✓ | | ✓ |
| Unplanned Events/Outages | Report showing unplanned events and outages, duration of outage/event, total cases associated with the outage/event | | | ✓ | | ✓ |
| Major Incidents | Report showing Major Incidents, impact, duration, root cause analysis status | | | ✓ | | ✓ |
| Aging Case Report | Report of all outstanding cases that exceed various states of aging (30/60/90 days ) | | | ✓ | | ✓ |
| Case Type Variance | Report that shows all active case types and a monthly review of how many cases were associated to that Case Type and percentage of increase or decrease compared to the previous month. | | | ✓ | | ✓ |
| Incident Management Trend Report | Report providing monthly trends for a rolling 12 month period of logged, resolved, and open Incidents. | | | ✓ | | ✓ |
| Customer Satisfaction | Report showing Survey Results | | | ✓ | ✓ | ✓ |
| Service Desk Summary - Dashboard | Dashboard view of all Service Desk metrics. | | | ✓ | ✓ | ✓ |
| Service Desk Summary - Detailed | Reporting showing daily, weekly and monthly average wait time (seconds), average abandonment rate (percentage), and first call resolution rate (percentage). It would also include monthly top 20 contacts by type and case activity by type (created and updated). | | | ✓ | ✓ | ✓ |
| Incorrect Assignment | Report showing incorrect assignments by Global Service Desk | | | ✓ | | ✓ |
| Incorrect Resolution | Repot showing incorrect resolutions (unresolved and re-open tickets) by Gobal Servfice Desk | | | ✓ | | ✓ |